



General Assembly

January Session, 2019

**Raised Bill No. 990**

LCO No. 5079



Referred to Committee on LABOR AND PUBLIC EMPLOYEES

Introduced by:  
(LAB)

***AN ACT CONCERNING CALL CENTERS AND NOTICE OF CLOSURE.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2019*) (a) For purposes of this  
2 section:

3 (1) "Call center" means a facility or other operation through which  
4 employees receive telephone calls or electronic communication for the  
5 purpose of providing customer assistance or other customer service;

6 (2) "Employer" means a business entity that employs (A) fifty or  
7 more employees, excluding part-time employees; or (B) fifty or more  
8 employees that in the aggregate work at least fifteen hundred hours  
9 per week, excluding overtime hours, for the purpose of staffing a call  
10 center;

11 (3) "Part-time employee" means an employee who is employed for  
12 an average of fewer than twenty hours per week or who has been  
13 employed for fewer than six of the twelve months preceding the date  
14 on which notice is required under this section; and

15 (4) "Commissioner" means the Labor Commissioner.

16 (b) A call center employer that intends to relocate a call center, or  
17 one or more facilities or operating units within a call center comprising  
18 not less than thirty per cent of the call center's or operating unit's total  
19 call volume, when compared to the previous twelve-month average  
20 call volume of operations or substantially similar operations, from this  
21 state to another state or a foreign country shall notify the  
22 commissioner at least one hundred days prior to such relocation.

23 (c) A call center employer that violates subdivision (b) of this section  
24 shall be subject to a civil penalty not to exceed ten thousand dollars for  
25 each day of such violation, except that the commissioner may reduce  
26 such amount for just cause shown.

27 (d) The commissioner shall compile an annual list of each call center  
28 employer that relocated a call center, or one or more facilities or  
29 operating units within a call center comprising at least thirty per cent  
30 of the call center's total volume of operations, from this state to another  
31 state or a foreign country. The commissioner shall make such list  
32 available to the public and shall prominently display a link to such list  
33 on the Labor Department's Internet web site.

34 (e) Except as provided in subsection (g) of this section and  
35 notwithstanding any other provision of the general statutes, a call  
36 center employer on the annual list compiled under subsection (d) of  
37 this section shall be ineligible for any direct or indirect state grants,  
38 state guaranteed loans, state tax benefits or other state financial  
39 support for a period of five years from the date such list is published.

40 (f) Except as provided in subsection (g) of this section and  
41 notwithstanding any other provision of the general statutes, a call  
42 center employer on the annual list compiled under subsection (d) of  
43 this section shall remit the unamortized value of any state grant,  
44 guaranteed loan, state tax benefit or other state financial support such  
45 call center employer has received in the five-year period prior to the  
46 date such call center was placed on such list. Nothing in this section

47 shall be deemed to prevent an employer from receiving any grant to  
48 provide training or other employment assistance to individuals who  
49 are selected as being in particular need of training or other  
50 employment assistance due to the transfer or relocation of the  
51 employer's call center, facility or operating units.

52 (g) The commissioner, in consultation with the appropriate agency  
53 providing a loan or grant, may waive the remittance requirement  
54 under subsection (f) of this section if the employer demonstrates that  
55 such requirement would: (1) Threaten state or national security, (2)  
56 result in substantial job loss in this state, or (3) harm the environment.

57 (h) The department head of each state agency shall ensure that all  
58 state-business-related call center and customer service work is  
59 performed by state contractors or other agents or subcontractors  
60 entirely within this state. State contractors who perform such work  
61 outside this state on October 1, 2019, shall comply with the provisions  
62 of this section not later than October 1, 2021, except that (1) if any such  
63 contractor who performs work outside this state adds customer service  
64 employees who will perform work pursuant to such contracts, such  
65 new employees shall immediately be employed within this state, and  
66 (2) businesses subject to a contract agreed to prior to October 1, 2019,  
67 with terms extending beyond October 1, 2021, shall be subject to the  
68 provisions of this subsection if the contract is renewed.

69 (i) No provision of this section shall be construed to permit  
70 withholding or denial of payments, compensation or benefits under  
71 any other provision of the general statutes, including, but not limited  
72 to, state unemployment compensation, disability payments or worker  
73 retraining or readjustment funds, to workers employed by employers  
74 that relocate from this state to another state or a foreign country.

75 (j) Nothing in this section shall be construed as creating a private  
76 cause of action against an employer who has violated, or is alleged to  
77 have violated, any provision of this section.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2019</i>	New section

**Statement of Purpose:**

To discourage employers from closing call centers in this state.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*